

JUST CARE FAMILY NETWORK

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@JCFNMemphis

Visit our website
jcfnmemophis.org
or scan here:



COMMUNITY RESOURCES

Inspired Therapeutic Services
901-244-6182

National Alliance on Mental
Illness (NAMI)
901-725-0305

Support and Training For
Exceptional Parents (STEP)
800-280-STEP

Health & Human Services
Info Dial 2-1-1

Mid-South Food Bank
901-527-0841

Neighborhood Christian
Center 901-323-4092

Network for Overcoming
Violence & Abuse (NOVA)
901-222-3990



“Help is Here” Sharing a System of Care in Shelby County

A department of Shelby County Division of Community Services, JCFN is a federally funded grant program through SAMHSA, administered by the TDMHSAS.

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Wraparound Shelby

In September, Shelby County Government Division of Community Services hosted a series of Wraparound trainings with community partners, organizations, and agencies that serve youth and families. From these trainings sprouted a collaborative learning model that launched *Wraparound Shelby*. The vision of the model is to see Memphis and Shelby County families have access to community based



Wraparound Shelby members with national Wraparound trainer Michele Stewart-Copes

services and supports that are coordinated across systems, individualized to their unique needs, strengths and culture, and that they become the primary decision makers as they move towards self-sufficiency.

Spearheading *Wraparound Shelby*, Director of Community Services Dottie Jones said her mission is to have the model provide

leadership for community wide efforts to expand the system of care approach in Shelby County.

“Everyone who experienced the trainings is energized, passionate, and ready to proceed with the next steps on how we as a

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From the Director's Desk

As we come to the end of the 5th year of the JCFN grant, I'd like to reflect on the journey we've made. It's remarkable but just over a year ago, this initiative was under 'terms and conditions' and many questioned if we could overcome the many challenges facing us and move forward with the work. Well, we now know we could and we did! We began year 5 with a renewed commitment to the youth and families we serve and over this year have made tremendous accomplishments towards meeting the goals of the grant. During September we officially enrolled the 200th family since the enrollment start date of March, 2010. While still short of the projected target of 450 over the 6 year grant period, this represents quite an accomplishment.

We now have 25 community partners to support the youth and families, who offer services across a wide range of needs. The sustainability workgroup is meeting to develop short and long term plans for the continuation of some of the components that the JCFN grant brought into the community and JCFN is playing a critical role in the expansion of SOC principles and the wraparound approach throughout the entire child-serving system in Shelby County. Our youth and family engagement group is ready to start work on developing a local family organization to succeed JCFN and continue the work of educating and empowering youth and parents, and the community in addressing the needs of children with emotional and behavioral needs in this community.

Our Y-GEEC program is being recognized as a national model and we have received national and state awards for our community outreach messages and our participation in the local DCS rollout of In Home Tennessee. We are committed to improving our relationships with our key stakeholder partners at juvenile court and the new Shelby County school system as part of the work of year 6 of the grant. All in all, we have accomplished a lot in a year, and as we enter the final 12 months realize there is still much more to be done. Check our webpage (www.jcfnmemophis.org) or Facebook page to make sure you get news about what's happening in the community that is important to you.

Think Sustain!



(from left to right)
Keisha Walker, Michele
Stewart-Copes,
Dr. Altha Stewart,
Malrie Shelton

Wraparound Shelby continued...

community will incorporate Wraparound principles and values into the work we do in Shelby County with children and families," expressed JCFN Executive Director, Dr. Altha Stewart.

"We're enthusiastic about following-up with our commitment to communicate with

leadership, share additional information and resources, and implement *Wraparound Shelby*," said Program Coordinator of the Network for Overcoming Violence, Malrie Shelton.

"Wraparound Shelby offers the potential for continued learning and capacity building for our providers while creating a platform

for transformational family support," expressed Director of the Office of Early Childhood & Youth, Keisha Walker.

"YOU
CAN'T
HEAL WHAT
YOU
REFUSE TO
CONFRONT.
..HELP
IS HERE"

SAMHSA Recovery Month campaign in September



SAMHSA is kicking Recovery Month into high gear. The Recovery Month campaign promotes the societal benefits of prevention and treatment for mental and substance use disorders,

celebrates people in recovery, lauds the contributions of treatment and service providers, and promotes the message that recovery in all its forms is possible.

There are so many ways to participate in Recovery Month! Events are taking place all over the country. Find an event in your area today. You can

post your personal story of recovery on the Recovery Month website at

www.RecoveryMonth.gov.

Join thousands of people participating in the national Recovery Month observance this month. Share your support via Facebook, Twitter, and YouTube! Be a voice for recovery!



JCFN's newest
Wraparound Facilitators:
Robert Burress (left) and
Charlie Hall (right)

JCFN Staff...serving and supporting

Just Care Family Network staff work to provide a system of care using Wraparound Services. Our staff work in teams or dyads consisting of a Wraparound Facilitator and Family Support Partner. Each month "Help is Here" highlights a JCFN dyad. This month we'd like to introduce you to our newest Wraparound Facilitators Robert Burress and Charlie Hall. Burress is a former Community Support Specialist

with Region III Mental Health in Tupelo, MS. With 10 years of experience, Burress has served in many capacities within the field of mental health including both inpatient and outpatient care. He has worked with youth and families and believes that he has impacted the lives of many of them who have shared some of the same struggles he had growing up. Hall began his Social Service career as a trainee with the

Illinois Department of Human Services after receiving his BA degree from Chicago State University. He developed a passion for helping children and families as a result of his childhood in foster care. He has a masters degree in corrections and worked as an Administrator with Illinois Commission on Delinquency Prevention. Hall recently relocated to the Memphis area and said he's excited to join team JCFN.

Highlighting the Memphis Crisis Center



The Memphis Crisis Center is a small agency with a big impact. Founded in 1970, the MCC provides a lifeline of hope through compassionate, non-judgmental, 24-hour live telephone support to anyone in distress or in need of empathic listening. Using a combination of collaborative problem solving and crisis intervention techniques, the MCC's trained volunteers help callers with immediate problems and link them to the long-term professional resources they need to cope and overcome.

Last year the MCC saw a 25% increase in overall call volume. Calls dealt with such issues as mental health and emotional problems (52%), poverty and material needs (20%), crime and family violence (17%), and addiction and substance abuse (10%). The MCC also saw a dramatic increase in suicide calls accounting for 7% of call volume—over 1,260 calls. This was more than double the number of the previous two years. And these numbers have shown no sign of abating in 2013.

Whether the issue is a child being bullied at school, a veteran struggling with

unemployment, a mother fleeing domestic violence, or a student coping with a sexual assault, MCC volunteers provide help and build hope. Over 93% of all our suicide calls end with a safety plan engaged and/or emergency help dispatched. This represents hope restored and lives saved.

Along with the main Crisis Line (901-CRISIS7), the MCC also administers the Call4Kids Hotline, the HIV Care Line, and serves as the local affiliate of the National Suicide Prevention Lifeline, and a substation for the National Veterans Hotline (1-800-273-TALK).

Last year the MCC trained nearly 130 volunteers in 25 new volunteer training sessions, providing a model for community based mental health and social service support. The MCC also trained over 1000 people locally in free evidence-based suicide prevention workshops provided to schools, churches, police, social service agencies, and community groups. The MCC actively engages the local community in its own support system.

This life-saving service could not be sustained without the support of the

community. If you would like to support the work of the MCC with a gift or through volunteer service, visit their website www.MemphisCrisisCenter.org or contact them at volunteers@crisis7.org. **Memphis Crisis Center Awareness Week is September 20th-26th!** Join the conversation on Twitter using the hash tag #901Crisis7 and follow the MCC at @901Crisis7. Check their website for a full list of MCC Awareness week themes.



Mike LaBonte, Executive Director of the Memphis Crisis Center speaking at the kick-off ceremony for MCC Awareness Week

Creating a Communications Plan

During Just Care Family Network's Year 5 Federal Site Visit, the site visit team noted that our social marketing and communication efforts have increased significantly within the past year. Some of the strengths observed include JCFN's efforts to disseminate data and information through social media, weekly mail-outs, and our monthly newsletter.

The site visit team challenged JCFN to expand our public education efforts and "develop multiple communication strategies to ensure that all

information received by families is accurate, timely, and communicated in family friendly language."

To effectively communicate with youth and families we need YOUR input. Tell us how to better communicate with you. Share your ideas and recommendations by emailing or calling our **Social Marketing Coordinator** at Jerica.Phillips@shelbycountyttn.gov or 901-222-4503. You can also help develop a communications plan by scheduling an appointment with the JCFN Executive Director or any JCFN team member by calling or

visiting our office at 1750 Madison Ave. Ste. 501 or 901-222-4500.

Starting in September, we are now posting even more information on our website including workgroup dates and times, meeting minutes, and community webinar opportunities.

You can view the site visit report in its entirety by clicking the link labeled **Federal Site Visit Report** located below the 'Evaluation And Outcomes' tab at

www.jcfnmemphis.org

"Communities and churches should be there when people need help. Let's stop competing for people's pain." Bishop William Young

Changing the Memphis system...



Nationally syndicated radio show host Tom Joyner proudly wore a Children's Mental Health Awareness ribbon given to him by JCFN staff during the 2013 Southern Heritage Classic



JCFN youth & families elected new leadership at their most recent workgroup meeting

TN DCS Commissioner James Henry recognized JCFN for our leadership with the in Home Tennessee program



Making life less frustrating...



JCFN parent Earline Riley was interviewed on WMC-TV sharing her concerns about mental health services at Carver High School

Parents voice concerns about closing high school

Posted: Sep 05, 2013 10:58 PM CST
Updated: Sep 06, 2013 12:14 AM CST
By Jason Miles - bio | email
Edited by Ashli Blow - email



JCFN team members recently met with Shelby County Juvenile Court staff to identify ways to keep families engaged in Wraparound



JCFN community partners Bishop William & Pastor Dianne Young, founders of the Emotional Fitness Centers of TN, were honored at a September MCC event

"We partner with youth and families to link them to the services that they choose."

Want to Volunteer? Join a Workgroup!

If you're interested in volunteering with **Just Care Family Network** you can find a full description of each System of Care Governance group on our website at www.jcfnmemphis.org

Workgroups meet monthly for no more than an hour with light refreshments served.

Here is a list of workgroup dates and times to add to your calendar.

Coordinating Council: 3rd Tuesday @5pm -JCFN office
Social Marketing: 2nd Tuesday @5pm -CAYD*
Youth & Family Engagement: Last Tuesday @ 6pm -Location TBA
Care Review: 4th Wednesday @3pm -Location TBA

Mental Health: 3rd Wednesday @4pm - SCS Teaching & Learning Academy
Sustainability: Last Monday @11:30am (tentative) -Location TBA
Evaluation: 2nd Wednesday @5pm - CAYD
CLC and Workforce Development meetings will resume soon.

Call 901-222-4500 to request workgroup email reminders and notifications.
*4050 South Park Loop Bldg. 29



Just Care Family Network

1750 Madison Ave.

Memphis, TN 38104

Office: 901-222-4500

Fax: 901-222-4501

Visit us at www.JCFNmemphis.org

Interested in contributing to the "Help Is Here" newsletter? Contact our Social Marketing Coordinator Jerica Phillips at 901-222-4503

At Just Care Family Network our mission is to change the Memphis system of care to make life easier and less frustrating for the families we serve. We partner with youth and families to link them to services.

Just Care Family Network has partnered with private and public organizations in your community who are devoted to family driven care.

To learn more about Just Care Family Network visit JCFNmemphis.org or to make a referral, please contact our Enrollment Specialist Darria Childress at 901-222-4502.



"...because no one does it alone."



Happening in September...



SEPTEMBER IS
NATIONAL
CHILDHOOD
OBESITY
AWARENESS
MONTH

September is
Childhood
Cancer
awareness
month



The 2013 NAMI Walk was held
Sept. 21st.
JCFN Executive Director,
Dr. Altha Stewart came in 2nd place
in her category!
Congrats Dr. Stewart!



JCFN Family Support Partner
Supervisor Kristina Wirt said "I Do"
on September 15th!
Congratulations Mrs. Wirt from
Team JCFN!